

The Voice August 2020

CONTENTS

- Executive Committee - Living in a "Virtual World"
- Executive Director - Three Reasons to Attend the Virtual Annual Conference
- Technical Director - Request for Information (RFI) and Rework
- Concrete Polishing Council - Tools Tools Tools!
- Decorative Concrete Council - Quick Updates
- Decorative Concrete Council - Culture of Care and Workforce Development
- Safety & Risk Management Council - COVID Contact Tracing and Construction Safety
- Webinars

INDUSTRY CALENDAR

ASCC Virtual Annual Conference
September 21-25, 2020

[Registration](#)
[Committee Meetings](#)

Welcome New Members

- Bencker Contracting, Clayton, NC
- Cain Construction, Englewood, CO
- Global Engineering Experts, Coral Springs, FL
- Hoopaugh Grading Co., Charlotte, NC
- Integrated Construction, Hayward, CA

Message from the Executive Committee

Living in a Virtual World Chris Forster, President

The week of this writing I am turning another year older. Although I still think of myself as youthful, I do realize that I am what many in our industry refer to as one of the "Old Guys". When I graduated from college we were just being exposed to desk computers with Monochrome screens and Dot matrix printers. These were the gold standard back in the early 80's. We didn't have cell phones, but we had beepers that would give you a phone number to call back on a pay phone. Fax machines were another incredible way of sending proposals and letters almost instantaneously. I can still remember the strange sounds that the fax machine would make when sending something. Back then, a vacation was truly time away from the job, completely disconnected.

Fast forward to today's technology: email filters to prioritize what we receive so our time can be used effectively, cell phones, tablets, social media accounts, virtual meetings, webcams to view project progress, instantaneous news. It is truly amazing how far technology has advanced. Lately I have had days in which I would be on four virtual meetings, a phone call, responding to email and texts, all at the same time. I know that many of you are experiencing similar days.

What's missing in these days of lockdown?

Seeing the excitement and nervous body language of a young recruit during an interview for their first job out of college.

Feeling the firm handshake of a client or colleague when completing a deal, a job well done.

Game night or taking the team to lunch or out after work.

Industry events and all the connections we make.

A weekend away; don't take too much time or it will take weeks to get caught up.

Technology allows us to be productive and connect in alternative ways, but there is nothing quite like having a chance to spend time in person with those we have relationships with, and those with whom we're looking to build relationships. For me the construction industry and ASCC are all about the people; being able to work hand in hand, together, not remotely. We are fortunate that our industry has been able to continue to work in most cities with new protocols to keep workers safe from contracting COVID-19, and I truly look forward to seeing all of you again at an in person event when it is safe to do so.

Until we see each other, be safe.

Networking! Networking! Networking!

The most bemoaned loss of an ASCC resource during the pandemic is definitely the ability to interact with fellow members. No one misses this more than I. And I certainly wish you were all coming to the great city of St. Louis next month to take part in a face-to-face event. That being impossible, we've selected a platform and designed a schedule for the virtual conference to be as interactive as possible.

Seminars – Join your peers to listen to our line up of great speakers including technical director and concrete savant Bruce Suprenant, business manager extraordinaire Chris Plue, consultant and comedian Kevin MacDonald, and construction lawyer and incoming ACI president Jeff Coleman. You'll be able to ask questions and receive real time answers just as you would in person.

Roundtables – Members interested in the same topics will sit down together to discuss timely issues. Learn from fellow contractors so you don't need to solve every problem single handedly. Talk over retaining new hires, using the polishing checklist to turn your projects around, or increasing field productivity, just as it you were sitting across the table from one another.

Sponsor Showcase – Last but not least, vendors from equipment, materials and service companies will be "in their booths" at scheduled times to talk to you one on one about their latest and greatest. Speak to company representatives, watch a video, or just leave your contact info to receive a call at a later date.

And don't forget, this is an excellent opportunity to include folks in your organization who might never have a chance travel to an Annual Conference.

As I say about working from home, it's not ideal, but it's what we have right now. I know ASCC members, and I know that when the world gets weird, ASCC members will shine.

Request for Information (RFI) and Rework

Bruce Suprenant, Technical Director

Two studies -- "Impact & Control of RFIs on Construction Projects (2016)" and "The Impact of Rework on Construction & Some Practical Remedies (2012)" -- both by Navigant Construction Forum, provide quantitative insight into the harsh realities of two jobsite issues. Contact bsuprenant@asconline.org for copies of the articles.

RFIs

This study analyzed 1,362 projects and found an average of about 800 RFIs per project. And that the average time to review and respond to an RFI was about 8 hours, and the average cost per RFI was \$1,080. On a typical project, the average time to review and respond to RFIs exceeds 6,000 hours (8 x 800 = 6,400 hrs.). And the estimated total cost to review and respond to project RFIs \$860,000 (800 x \$1,080 = \$864,000).

The ratio of RFIs to construction cost is significantly higher for smaller projects. Projects between \$5M and \$50M have an average of 17.2 RFIs per \$1 million of construction cost, whereas projects between \$1 billion and \$5 billion have an average of just 1.1 RFIs per \$1 million of construction cost.

The study provided these suggested RFI best practices for contractors:

- Generate RFIs as soon as the contractor recognizes the need for the information requested.
- Submit all RFIs as soon as an issue arises and at least 10 days before the response is required to minimize potential project disruption or delay.
- Each RFI should be limited to a single subject of inquiry.
- Each RFI should have an assigned priority.
- Avoid "batching" RFIs for submittal to the owner.
- All RFIs should have specific references to design drawings or specification sections.
- Where alternative resolutions to the RFI inquiry are apparent to the contractor, the inquiry should include a suggested resolution.
- When it appears that resolution of the RFI may adversely impact project cost or schedule, this information must be included in the RFI.
- When the receipt of a response to an RFI is time-dependent or schedule-critical, the RFI must be coded as such and indicate a specific date by which the response must be received.
- When necessary for the owner to return an RFI to the contractor for additional information, the RFI should be re-issued with a revision number and revision date.

Rework

The study defined rework as:

"Activities in the field that have to be done more than once in the field, or activities which remove work previously installed as part of the project regardless of source, where no change order has been issued and no change of scope has been identified by the owner."

This study concluded that the direct cost of rework averages about 5% of the original contract cost. The study also concluded that the indirect cost of rework is about 80%, almost \$1 in indirect cost per every \$1 in direct cost. Totaling both, the total rework cost is about 10%. As for schedule, rework typically results in about a 10% schedule growth.

The causes of rework, for 32 buildings cited in the study, is shown below.

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Causes of Rework		
Sources	Definitions and Examples	32 Buildings Field Rework Cost
Owner change	Result caused by the owner changing the project definition, scope, or requirements.	1.4%
Design error/omission	Result caused when necessary items or components in the project design are erroneous or omitted.	1.5%
Design change	Result caused when changes are made in the project design or requirements	0.3%
Constructor error/omission	Result caused by contractor's errors or omission in construction methods, procedures, activities, or tasks.	0.0%
Constructor change	Result caused by changing constructors, construction methods or procedures.	0.6%
Vendor error/omission	Result caused when necessary items or components are erroneous or omitted by vendors.	0.1%
Vendor change	Result caused when vendors are changed.	0.1%
Transportation error	Result caused by mistakes, accidents, or errors in transportation.	0.0%
Other	Result caused by all other sources.	0.6%
	Total	4.6%

Concrete Polishing Council

Tools Tools Tools! Shawn Halverson, CPC Council Director

We love em, we gotta have em, they cost a lot of money, so do we track em?

I must assume those of us in this industry realize the value of the tools, we need to make floors shine. Our tools are our life and the way we make money. We love and respect our tools and what they give us in return. We love to buy more tools and brag about what we just bought, and how cool it is!

But where does it go from there? Employees do not have the same value or respect for our tools mainly because they did not buy them. They need to realize without the tools they have no way to do their job. When you are a smaller company and you work in the field alongside your team you can manage the tools from wear and tear, damage, loading and unloading from the logistics of moving them from job to job.

But what happens when you are a bigger company, maybe many teams traveling, or just a busy shop of tools coming and going? Who takes responsibility? Obviously, you cannot inspect all of them to assure they are still working and in your possession.

Wear and Tear: Even if employees are professionally trained, the life of a tool can be a long time, but abuse or lack of maintenance will kill a tool quickly.

Transporting tools: Why do most guys use one tie down and suck all the tools into the corner and hope that works? We try to train the drivers to use the proper amount of tie downs for each tool. No one has ever broken a tool; it just comes back to the shop damaged.

Tracking tools: How do you do this? When you send a truck or trailer out on the road who knows what is on the truck, what made it to the job, and what got returned to the shop? Do you use a web based tool tracking system, or a piece of paper and pen? Sometimes crews change in the middle of job and the new guys do not know what was brought to the job; maybe left the cords onsite, or the hoses, or a burnisher? This costs money. By the time you go back and check the job for tools they're gone. There are many tool tracking systems out there, but they must be managed. If that is out of your budget, then pen and paper can work. Do not rely on memory, write it down.

Create check list of your tools, mark off what is going to the job, have the driver sign for them, or, if delivering to a site to meet a crew, have the foreman sign off. Upon completion of the job, have the

foreman gather all tools and meet them and have the shop acknowledge they came back.

But what if something is missing? Who is responsible?

In some state we cannot charge the employees for theft or loss. What then should be the consequences? Firing employees? Mandatory days off? Hard to say without your state government telling you what you can and cannot do legally.

So it all comes back to procedures, tool use training, tool transportation, tying down a tool for transporting, how to respect tools, how to maintain tools, creating a red tag/green tag system to notify the shop mechanic what is in need of repair or maintenance.

Web based tool tracking needs to be simple, mobile phone useful, and we need waterproof labels to scan and track. Cords and hoses need a system for tracking like a steel cable with stainless tag. Or maybe those electronic chips they put in items you buy from the store that are scanned and beep? There must be a better way!

Decorative Concrete Council

Quick Updates

Chris Sullivan, Decorative Concrete Specialist

I wanted to share a few quick updates on some current events in the industry.

The 2020 DCC Awards ceremony is going virtual. Due to COVID we are not able to come together and celebrate the winners in person so we are doing what everyone else in the world is doing. a Zoom meeting. We are excited to announce the DCC Awards will be steaming live via Zoom on Thursday September 24th at 3 PM central time. The event is free, so take this opportunity to make it a party and invite everyone who typically might not be able to attend the in-person event. [Register here.](#)

The long anticipated ACI 310 0J specification is slowly making its way toward becoming a reality. The concerns raised during the public comment period have been resolved, and the document has moved to final proofing. Once proofed it moves to layout and then printing. Estimated time frame is 8 weeks, so with a little luck and no further delays we will have the published document before the end of the year.

Currently Informa is moving ahead with plans to hold the World of Concrete in Las Vegas, January 19-22. What it will look like, and who will attend, are pretty much anyone's guess. I am aware of some hands-on workshops being cancelled, but the exhibit halls and educational seminars are still scheduled to take place. Either way, there are some great deals to be had on airfares and hotel rooms if you're planning on attending.

Culture of Care and Workforce Development

Karen Keyes, DCC Council Director

Did you know that according to the CDC, the construction industry has the highest suicide rate across all industries? In addition to ASCC, I have found great value in being a member of AGC (Associated General Contractors), and they are doing a push right now for the Culture of CARE. CARE stands for: Commit – Attract – Retain – Empower. This is to bring awareness of problems we are facing in our industry and to try to overcome these issues to build a stronger future. In concrete and decorative concrete construction, we are faced with workforce development challenges as much as anyone else in construction. Culture plays a big part as to what will attract and retain current and future employees. This is about creating a welcoming work environment. I heard a story today from Turner Construction at the airport here in Denver. They shut down the entire jobsite for two days to train everyone because they found a swastika in one of the jobsite outhouses. This sort of thing is happening all across the U.S. When these stories about cultural flaws in our industry circulate, we will not attract new talent. I would like to challenge you and your company to take the pledge to foster a culture of CARE at your workplace. I scanned the list of companies who have already made the commitment and am excited to see ASCC members already on board. Thank you for those who have already taken the pledge, like Belarde Company and GH Phipps Construction. For those of you unaware of the program who want to take the pledge, or just find out more, please visit www.buildculture.org.

Safety & Risk Management Council

COVID Contact Tracing and Construction Safety

Jason Anglin, SRMC Board

In construction we know the hazards our project teams encounter. We've been trained to recognize the dangers of falls, heat stress, heavy equipment and many other hazards that could pose a safety threat. Safe companies have written plans to address known hazards that may be encountered under normal conditions. This year, however, we no longer operate under normal conditions.

Due to the COVID-19 (COVID) outbreak, we've had to adapt our work practices to include safety measures to ensure the health of our co-workers and their families such as:

- Social Distancing
- Face Coverings
- Pre-entry Health Screenings

As an industry we've taken a proactive approach to reduce the potential risk of COVID. In addition to preparing to prevent COVID exposures we must also prepare for when one occurs. If a suspected case of COVID is reported, we must be ready to investigate the claim.

One of the first steps is social contact tracing. Contact tracing allows for the quick determination of the potential extent of an exposure and taking effective steps to reduce its spread. As managers of construction safety programs, most of us have not been trained to conduct these investigations. Additionally, while contact tracing is an essential part of investigating a COVID outbreak, if done wrong it can allow a potential exposure to continue, or cause unnecessary hardship to a worker and their family.

Some of the most important factors to determine when conducting contact tracing are:

- When did the potentially affected person become infectious? (A person is considered to be infectious 48-hrs prior to showing signs of COVID.)
- Who did the affected person come in close contact with during the period they were infectious? (CDC guidance defines close contact as being within 6-ft of a potential infectious person for a period of at least 15 minutes.)

A company should have a developed plan to guide the actions taken after a potentially exposed person has been identified through contact tracing. In cases where a potential exposure has been identified, the individual should be advised to contact a medical professional.

One key for conducting a successful contact tracing investigation is training. John Hopkins University offers a free online training course, which takes approximately 4-6 hrs., reviews the basics of contact tracing, and how to successfully perform an investigation. Using the link below, an organization can train their personnel to better understand the need for contact tracing and how to better integrate the practice into their own COVID safety program.

<https://www.coursera.org/learn/covid-19-contact-tracing?edocomorp=covid-19-contact-tracing>

DCC Project Awards Submission Now Open

To view the awards brochure and see more information about submitting online, [please visit our website.](#)

Upcoming Webinars

September 9, 2020
Shoring / Re-shoring
Dr. Ken Hover, Cornell University

October 14, 2020
Embodied Carbon
Michael Cropper, Thornton-Tomasetti

November 11, 2020
Hardhats to Helmets
Scott Greenhaus, STRUCTURAL and Seth Randall, Clark

Webinars begin at 3 pm Central
[Register Here](#)

HOTLINE QUESTIONS			
CONCRETE CONSTRUCTION	POLISHED CONCRETE	SAFETY & INSURANCE	DECORATIVE CONCRETE
800-331-0668	844-923-4678	833-281-9602	888-483-5288
Bruce Suprenant ascchotline@asconline.org	Chris Sullivan csullivan@asconline.org	Joseph Whiteman jwhiteman@asconline.org	Chris Sullivan csullivan@asconline.org
ASCC members have access to these toll-free numbers for assistance.			

American Society of Concrete Contractors
2025 S. Brentwood Blvd., Ste. 105
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